

2019/2020 NZLC Group Study Tour Terms and Conditions

New Zealand Language Centres (NZLC) trades as NZLC Auckland and NZLC Wellington.

Note: The signed NZLC Group Enrolment Form, the accompanying Privacy Policy, and these Terms and Conditions and all terms & conditions related to the particular course(s) and services and all aspects of the information provided on our website and the quotation represents the contract between the student and NZLC ("the Terms").

NZLC Quality Assurance Commitment

- NZLC has been rated as a Category 1 School in accordance with the external evaluation and review carried out by NZQA (New Zealand Qualifications Authority) <http://www.nzqa.govt.nz/providers/details.do?providerId=853215001>
- NZQA Code of Practice: NZLC has agreed to observe and be bound by the Education (Pastoral Care of International Students) Code of Practice managed by NZQA (New Zealand Qualifications Authority). Copies of the code are available at www.nzqa.govt.nz
- NZLC will provide groups with education and related services according to the quotation provided.
- NZLC will provide the above services selected by students in accordance with our policies, operating standards, student rules and regulations and above-mentioned Code of Practice.
- NZLC reserves the right to open or close courses or classes, create, cease or change any activities due to unforeseen circumstances or events with minimum notice, as the need arises. This will not override the student's rights under the NZLC Fee Protection Policy above.

NZLC Conditions of Acceptance

- Entry test: All NZLC students must agree to sit a 'level assessment test' upon arrival or before arrival. For integrated classes or multiple closed classes, level allocation will be based upon the results of this test. For entry into Academic, Teacher Training and Work Placement programmes, a placement test is required and other entry criteria must be met.
- Fees: NZLC fees will be charged in accordance with those stated on the NZLC Quotation.
- Special needs and medical conditions: Students may be required to submit additional documents if requested by NZLC prior to or after arrival. NZLC will assess the information and decide whether it is appropriate to commence/continue a course at NZLC.
- A group is defined by students arriving and departing on the same day, following the same programme schedule and being placed in the same accommodation type.
- Minimum group size: 8 students. Groups of less than 8 students may enrol as individual students.
- Maximum group size: dependent on the school's current enrolments and capacity.
- Minimum age: 13 years at tour commencement date (for 12 years and under, contact the NZLC Group Study Tours Department).

NZLC Group Study Tour Booking & Payment Procedure

STEP 1 – Confirm your booking

NZLC must receive a booking confirmation by the date specified in the NZLC quotation (normally 3 – 4 months in advance). At this stage the final name list is not required.

STEP 2 – Send the completed NZLC Group Enrolment Form

The completed NZLC Group Enrolment Form with details of all students and group leaders must be sent to studytours@nzlc.ac.nz at least 8 weeks prior to the group's arrival, or as specified in the NZLC quotation. NZLC will then send an invoice.

STEP 3 – Visa Support Letter

Upon request, NZLC can send a Visa Support Letter stating the Group's name, period of tour, programme type and accommodation period. This document can be used when applying for a visa. However, NZLC provides no guarantee that providing such information will result in a visa application being accepted.

STEP 4 – Payment

- A 50% deposit per tour group is required 4 weeks prior to the group's arrival date. Full payment is required 2 weeks prior to the group's arrival date. Special programmes may require an earlier settlement, in which case please follow the deadline indicated on the invoice.
- Failure to make the deposit/full payment by the specified deadline may result in the booking being cancelled or a \$100 late payment fee per group per day will apply if NZLC can still host the group.
- Make the payment with the GROUP NAME as the REFERENCE and send the remittance statement to studytours@nzlc.ac.nz

NZLC Cancellation, Withdrawal, Changes and Refund/Penalty Policies and Procedures

A written request must be sent to NZLC in all cases.

Group Cancellations/Withdrawals

4 weeks or more before tour commencement date:	100% refund except any fees incurred.
Less than 4 weeks before tour commencement date:	50% refund of total price
Less than 2 weeks before tour commencement date:	25% refund of total price
After tour commencement date:	No refund

Individual student Cancellations/Withdrawals

4 weeks or more before tour commencement date:	100% refund except any fees incurred.
Less than 4 weeks before tour commencement date:	Cancellation fee is 25% of price per student plus any additional costs incurred
Less than 2 weeks before tour commencement date:	Cancellation fee is 50% of price per student plus any additional costs incurred
After tour commencement date:	No refund

Circumstantial Policies and Additional Fees:

Changes	If there are any changes to the group arrangement, NZLC will send a revised invoice. Penalty fee per person per change plus any additional costs incurred from such changes or costs already paid to the service providers will incur.
Visa Denial	Above cancellation/withdrawal penalty applies.
Visa Cancellation	In the case of non-compliance with visa conditions after arrival in New Zealand wherein the students/groups are forced to cancel all or part of their programme, no refund is available.
Missed Days due to late arrival	If groups arrive after the commencement date, there is no refund for these "missed days".
Unpreventable Event / Natural Disaster	In the event that NZLC must close due to an unpreventable event or natural disaster (e.g. power blackout, storm), then there will be no refund for any "missed days".
Misconduct and Termination	No refund is available.
Refund	Refunds will be paid to the tour group organisers within 4 weeks of receiving the written request and bank details.
Additional Fees	<ul style="list-style-type: none"> Re-issuing a Visa Support Letter: \$250 Additional Accommodation Arrangement: 50% to 100% of the original accommodation arrangement fee Re-issuing a Graduation Certificate: \$50

NZLC Young Learners (under 18yrs) Rules and Regulations

- The person/company responsible for organising the group needs to explain and understand the NZLC Group Terms and Conditions. The parents' contact details and signature are required.
- Young Learner students must agree to the following rules as well as the rules and procedures outlined in the Pre-Departure Manual:
 - Attend class every day.
 - No smoking or drinking alcohol.
 - No bad language or rude hand gestures.
 - No fighting at any time.
 - Be polite at homestay and school.
 - Come to school before 9:00 a.m. every day.
 - Return home by 6:00 p.m. every day.
 - Respect school property, listen to your teacher and follow their class rules.
 - 16 and 17 year-old students who choose the integrated class option can participate in a General English or Academic English course for students 18 years and above at NZLC Auckland after their maturity level is assessed and confirmed by the Academic Department on their first day. If NZLC finds the student is not suited to the classroom environment, NZLC has the right to move the student to the Young Learners Programme.
 - NZLC undertakes to comply with the accommodation provisions for Young Learners set out in the NZQA Education (Pastoral Care of International Students) Code of Practice.
 - All Young Learner Accommodation Providers will be sent the "Hosting YL Guidelines", which must be read and followed.

Supervision/Group Leaders

- NZLC requires the following supervision ratios of group leaders to students:
 - Students aged 18 years or older: up to 20 students per group leader/teacher/supervisor
 - Students aged 13-17 years: up to 15 students per group leader/teacher/supervisor
- Required Supervision ratios for groups staying in city accommodation may vary and depend on the chosen accommodation option and age of the students.
 - 13-17yrs: NZLC will make every endeavour to ensure the safety and welfare of young learners while studying in the school. Should there be any concerns about the welfare of the student, the appropriate department will be consulted and the concerns will be discussed with the supervisor of the tour group. The supervisor is responsible for the day-to-day care of the students outside of school hours and the company organising the group must receive a written agreement from the students' parents acknowledging this.

NZLC Homestay & Accommodation Arrangement Policies

In addition to the NZLC Homestay/Accommodation rules and regulations, students must also comply with the rules set down by the homestay family or accommodation provider.

Damage or loss to property: NZLC cannot be held liable for any damage or loss to property a student has caused in their NZLC homestay or city accommodation. Students must notify the accommodation provider immediately if anything is not in order; otherwise, they could be held liable for the repair cost.

Homestay

Once NZLC receives the NZLC Group Enrolment Form and flight details, NZLC will begin to arrange the accommodation services. The confirmation letter with accommodation details will be sent at least one week before the student's departure. The standard Homestay option is a single room placement with half board. (A furnished single room, breakfast and dinner on weekdays and three meals on weekends). NZLC will try to match the student homestay preferences as chosen on the enrolment form but this cannot be guaranteed.

Twin share, Young Learner Full Board or special meal options are also available upon request.

Recommended check-in/check-out should be the weekend prior to the course start date and the weekend of course completion.

- Additional Accommodation Arrangement Placement Fee: 50 - 100% of the original accommodation arrangement fee is required
- Special meals (vegan, gluten free, lactose intolerant etc.): \$30 per week per student

City Accommodation

Once NZLC receives the completed NZLC Group Enrolment Form, NZLC will start to arrange the accommodation services. If the selected option is available, NZLC will make a booking and accommodation details will be sent at least 1 week prior to the group's arrival. If the selected option is not available, an alternative option will be booked in consultation with the group organiser. NZLC can check availability in advance if the group size, gender ratio, age range, and check-in and check-out date is sent, however a booking can only be made once NZLC receives the completed group enrolment form.

NZLC Airport Transfer Arrangement Policies

Once NZLC receives the completed NZLC Group Enrolment Form and flight details, NZLC can begin to arrange airport transfer services if requested.

NZLC Student Conduct, Obligations and Provision of Information

Visas: All students must have a valid visa with rights to study during the entire duration of their studies at NZLC and must comply with the relevant visa conditions at all times. All students must inform NZLC immediately if their visa status changes. Full details of visa and permit conditions can be viewed at www.immigration.govt.nz. NZLC is legally obliged to report any breaches of visa conditions to Immigration New Zealand and cancel the student's course(s).

Cost of Living: All students must understand the cost of living in New Zealand before planning to come to New Zealand. Information about cost of living can be found at: <https://www.studyinnewzealand.govt.nz/live-work/cost-of-living/#module=785>

Travel and Medical Insurance: The NZ Government (NZQA) requires all international students to have appropriate medical and travel insurance for the duration of their enrolment at NZLC and for travel to and from New Zealand, regardless of the type of visa they hold. Schools can only accept insurance policies written in English and which meet the requirements set out in the NZQA Education (Pastoral Care of International Students) Code of Practice.

An acceptable insurance policy includes:

- Medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalisation; and
- Repatriation or expatriation of the student as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation; and
- Death of the student, including cover of: 1. travel costs of family members to and from New Zealand; and 2. costs of repatriation or expatriation of the body; and 3. funeral expenses
- A reputable and established insurer with a credit rating no lower than 'A' from Standard and Poors or B+ from AM Best.
- An insurer who is able to provide 24-hour service, seven days a week.
- Amounts for health cover should be for an unlimited sum insured.

To avoid confusion, NZLC strongly recommends arranging a policy through NZLC prior to arrival in New Zealand. Insurance will be arranged with an NZQA compliant insurer such as Southern Cross www.southerncross.co.nz, Orbit Protect www.orbitprotect.com or Uni-care www.uni-care.org.

If the student's own insurance policy does not meet the conditions outlined above, the student will be required to upgrade their policy or order one through NZLC, which can be requested at any time during the enrolment process or on arrival. If travel/medical insurance is bought through NZLC, the insurance will be purchased 3 days before the student's NZLC start date to cover the travel period. If a student is travelling to NZ more than 3 days before their NZLC start date, the student must inform NZLC in order to arrange an earlier cover date for the insurance.

Conduct & Behaviour: All students must comply with New Zealand law and regulations as well as NZLC rules and regulations. **Change of Contact Details:** All students must inform NZLC immediately if their address, phone number, email address and other contact details in New Zealand change while undertaking an NZLC course.

Attendance: Students are expected to attend 100% of their course(s).

Young Learners: any missed classes will be followed up immediately and the NZLC Disciplinary process will be initiated. Students 18+ years: If an adult student is going to be absent from a class, NZLC must be informed. Attendance is marked per session. If students are late to class, they may be marked absent or not permitted to enter the class until the next session. Students can check their attendance at NZLC. NZLC issues a warning letter when a student's current attendance falls below 90%, 85% and 80%. A final warning letter will be issued if attendance still does not improve, and a termination of enrolment may result if a student's overall attendance falls below 80%.

Course Completion Certificate: All students receive a course completion certificate. If the student's final attendance rate is less than 80%, a non-compliance statement will be clearly shown on the student's leaving certificate.

Disciplinary & Termination Process

If students fail to meet the obligations under this agreement, NZLC will either give a verbal warning or a warning letter explaining what is wrong, what needs to be done and when it must be done by. If students do not comply with the warning, this agreement may be terminated immediately. NZLC reserves the right to terminate this agreement at their sole discretion if a student's conduct, behaviour or attendance is deemed unsatisfactory. If the student's enrolment is terminated, they will be asked to leave immediately, without entitlement to a refund or deferral. In addition, NZLC will report the termination to Immigration New Zealand where applicable. If applicable, NZLC will also notify the student's education consultant/parent of the decision.

Liability/Warranty/Consents

Student Testimonial: By submitting the signed Group Enrolment form, the students consent to the free use of their photo and any written references / samples for NZLC promotional or professional development purposes.

Liability: Consumer Guarantees Act – nothing in this clause shall limit or reduce the students' rights (if any) under the Consumer Guarantees Act 1993 unless a student requires NZLC services for the purpose of business in which case they agree that the Consumer Guarantees Act will not apply. **Exclusion and Limit of Liability** – NZLC will not be liable to the students for any loss or damage (whether direct, indirect or consequential) whatsoever caused through breach of contract or breach of any other obligation owed for any other reason, or through the negligent omission or any other act of a third party, or through any event beyond NZLC's control, except as cannot be excluded by law. The students will indemnify and hold NZLC harmless in respect of all losses, damages and costs (on a full indemnity basis) incurred by or awarded against NZLC arising out of any claim by any person in relation to the student's conduct in New Zealand.

Warranty/Consents: The students warrant that as a party to this agreement they are a person aged over 18 years and/or have legal capacity to execute this agreement in respect of the student. If the reader is not a student then they warrant that all the obligations under this agreement have been explained to the student. In the event that a student suffers a personal injury or illness at any time during their course in New Zealand, they consent to the arrangement of such medical intervention as is necessary to preserve life and/or wellbeing by NZLC, NZLC education consultants and/or third party service providers, and the student (or person responsible) releases NZLC from any liability in respect of such action, and will indemnify and hold NZLC harmless for all cost or liability we incurred in respect of such action.

NZLC Grievance & Complaint Procedures (Dispute Resolution)

If a student has a complaint about any part of their study and additional services received, the following procedure must be followed:

- The student should discuss the matter with an advisor from the Group Study Tours or Accommodation Department.
- The advisor will try to help the student to find a solution and discuss the matter with any other parties involved, e.g. teacher, homestay family.
- If the student is not happy with the action taken, the advisor will discuss the situation with the manager of the relevant department and he/she will take whatever action he/she considers appropriate and will report back in writing to the advisor.
- The advisor will meet with the student to discuss the response and to find out if the student is satisfied with the outcome.
- If the student remains unsatisfied, he/she may be asked to discuss the matter in a meeting with the NZLC Principal. The student may bring a support person to this meeting.
- NZLC management will prepare a written reply where applicable.
- If the student is not satisfied with this outcome, the student will be directed to English New Zealand. (PO Box 35283, Christchurch 8640. Email: admin@englishnewzealand.co.nz. Ph: +64 (0)3 383 7153.
- If the student is still not satisfied, they can contact the following authorities.

The Complaints Officer

Quality Assurance Division
New Zealand Qualifications Authority
PO Box 160 Wellington 6140
Email: risk@nzqa.govt.nz
Website: www.nzqa.govt.nz

iStudent Complaints (money or contracts)

PO Box 2272, Wellington 6140
Ph: 0800 00 66 75 (free phone)
Email: complaints@istudent.org.nz
Website: www.istudent.org.nz

New Zealand Language Centres (NZLC) Ltd Privacy Policy

PERSONAL INFORMATION:

Your personal information is being collected by New Zealand Language Centres Limited. We are committed to being open and transparent about how we manage personal information. We only collect, store, use and disclose your personal information in accordance with our Privacy Policy. This policy applies to anyone submitting personal information (including enrolment applications) to us or using our services. By providing personal information to us or using our services, you agree to the terms of our Privacy Policy. If you do not agree to the terms of our Privacy Policy, we will not be able to provide you with our services.

Our Privacy Commitment: We are committed to being open and transparent about how we manage your personal information. Our Privacy Policy aims to communicate, in the clearest way possible, how we treat your personal information. We encourage you to read this Privacy Policy carefully. It will help you make informed decisions about sharing your personal information with us. At New Zealand Language Centres ("NZLC") we have a few fundamental principles:

- We will always collect, store, use and disclose personal information in accordance with all applicable privacy laws. However, we have also put in place this Privacy Policy to protect personal information you submit or we collect.
- We will only use your personal information when it is necessary for us to deliver our services or perform other necessary business functions and activities.
- We will not use or disclose your personal information for purposes unrelated to our business activities and the services we provide, unless we first obtain your consent.

Privacy Policy: This Privacy Policy sets out how we comply with our privacy obligations under the Privacy Act 1993 (New Zealand) and European Union General Data Protection Regulations. We are bound by the requirements of those laws, which regulate how we may collect, store, use and disclose your personal information. Those laws also specify other requirements, such as how individuals may access, correct and delete information held about them. When we say "personal information" we mean identifiable information about you, such as your name, email, address, telephone number, qualifications and so on. When we say "sensitive information" we mean a special category of personal information containing information regarding racial or ethnic origin, religious beliefs or special categories of personal information that merits higher protection such as health information and information relating to children. In this Privacy Policy "we", "us" and "our" and "NZLC" collectively refers to New Zealand Language Centres Limited and its related companies and affiliates.

Your Consent: NZLC is an NZQA (New Zealand Qualifications Authority) rated Category 1 School that provides a range of education related services specialising in language education. Our business relies on the collection of personal information that is submitted by you, or with your authority, to enable us to better assess your suitability and eligibility for enrolment at one of our language centres and to provide such education and support to you on an ongoing basis ("Services"). By using our Services or providing your personal information to us, you consent to our collection, storage, use and disclosure of your personal information (and any sensitive information you provide) in accordance with this Privacy Policy.

Changes to this Privacy Policy: We may amend the terms of this Privacy Policy from time to time, and will notify you of any changes by posting an updated version on our website or by sending you a notice via email. It is your responsibility to check this Privacy Policy periodically for changes, and to keep your email address current. Your continued use of our Services following notification of any changes to this Privacy Policy constitutes acceptance of those changes. If you do not agree with any aspect of the updated Privacy Policy, you must immediately cease all use of our Services.

WHAT INFORMATION DO WE COLLECT?

Information you provide to us directly: Our usual practice is to collect personal information directly from you, when you complete any form, including our physical or online enrolment forms, register or apply to use our Services, or provide any other information in connection with your use of our Services. A few examples include:

- Personal details: given name(s); photograph; education background; passport number; travel and insurance details; visa status; health information, and other typical content provided as part of an application process.
- Demographic information: gender; date of birth; age; nationality; title; language.
- Contact details: correspondence address; telephone number; email address.
- Consent records: records of any consent you may have given and the subject matter of that consent.

Sensitive information you provide: We may collect or obtain sensitive information and personal information that merits higher protection directly from you (for example, information relating to a child (under 18 years of age) or your application contains health information).

Information we get from third parties: We collect or obtain personal information from authorised third parties (e.g. our authorised overseas retail partners, education providers, Immigration New Zealand, law enforcement agencies). This includes information such as public information, education or qualifications, references, competency or medical tests.

Information we collect automatically: We may collect personal information about you automatically when you visit our websites or use our Services, like your IP address and device type. Some of this information may be collected using cookies and similar tracking technologies.

Information we create in relation to performance of the Services: We may also create or obtain personal information, such as records about your interactions with us.

Information you make public: We may collect or obtain your personal information that you manifestly choose to make public, including via online channels such as social media (e.g. LinkedIn, Facebook etc.)

You can always choose not to provide your personal information to us, but it may mean that we are unable to provide you with the Services.

HOW IS YOUR PERSONAL INFORMATION PROCESSED?

Where we collect personal information or sensitive information, we will only process it:

- to perform a contract with you; or
- where we have legitimate interests to process the personal information or sensitive information and these interests are not overridden by your rights; or
- in accordance with a legal obligation; or
- where we have your consent.

NZLC collects your personal information so that we can provide you with the Services and any related services you may request. In doing so, NZLC may use the personal information we have collected from you for purposes related to the Services including:

- to process and administer the Services, and to help us develop, improve, manage, administer and facilitate our Services and business operations;
- to contract with authorised individuals;
- to process your personal information for NZLC's internal business purposes;
- to verify your identity and application details;
- for general internal purposes (such as record keeping, database management, training, billing);
- to assist with the resolution of any issues relating to the Services;
- to comply with all laws and regulations in all applicable jurisdictions; and
- to communicate with you.

By using the Services, you consent to your personal information and sensitive information being collected, stored, used and disclosed in this way and for any other use you authorise. NZLC will only use your personal information for purposes described in this Privacy Policy, or with your consent.

IN WHAT VERY LIMITED CIRCUMSTANCES MIGHT WE DISCLOSE YOUR PERSONAL INFORMATION?

Your personal information will not be sold, traded rented or otherwise provided to others without your consent.

We will only disclose your personal information outside NZLC and its related companies if it is necessary and appropriate to facilitate the purpose for which your personal information was collected pursuant to this Privacy Policy, including the provision of the Services, or a directly related purpose. This may include, for example, disclosure of personal information to:

- credit agencies, homestay providers, local schools, activity providers where applicable as part of your application process for the Services;
- New Zealand agencies such as Ministry of Education, NZQA, Tertiary Education Commission and Immigration New Zealand, to enable us to provide the Services; and
- third party service providers, including any sub-contractors, to enable us to provide the Services.

We will not otherwise disclose your personal information unless we believe on reasonable grounds that you have provided your authorisation. However, you should be aware that we may be required to disclose your personal information without your consent in order to comply with any court orders, subpoenas or other legal process or investigation including by tax authorities, if such disclosure is required by law. Where possible and appropriate, we will notify you if we are required by law to disclose your personal information.

INTERNATIONAL DATA TRANSFERS

When we disclose data, it may be transferred to, and processed in, countries other than New Zealand – such as Hong Kong and Singapore, where some of our data hosting servers are currently located. There may be differences with New Zealand's privacy laws. However, rest assured, where we disclose personal information to a third party in another country, we place safeguards to ensure your personal information is protected. For individuals in the European Economic Area (EEA), this means that your personal information may be transferred outside of the EEA. Where your personal information is transferred outside the EEA, it will only be transferred to countries that have been identified as providing adequate protection for EEA data (like New Zealand), or to a third party where we have approved transfer mechanisms in place to protect your personal information (e.g. by entering into the European Commission's Standard Contractual Clauses). For further information, please contact us using the details set out in the contact section below.

STORAGE AND SECURITY

We are committed to protecting the security of your personal information and we take all reasonable precautions to protect it from unauthorised access, modification or disclosure. NZLC implements and maintains security measures that are designed to provide reasonable protection against the loss, interference or misuse of your personal information and to prevent unauthorised access, modification or disclosure of that information.

WHAT ABOUT LINKS TO OTHER WEBSITES?

Our website may contain links to other websites that are not under our control. These websites may use cookies. It is the responsibility of those third parties to collect appropriate consents from you in order to permit their own cookies (to the extent this is required by law) and to inform you about the cookies they use. You should check the privacy policy on all third party websites to ensure you are comfortable with third party cookies. We have no responsibility for linked websites, and provide them solely for your information and convenience. We specifically disclaim responsibility for their content, privacy practices and terms of use, and we make no endorsements, representations or warranties about their accuracy, content or thoroughness. Your disclosure of personal information to third party websites is at your own risk.

EMAIL, TEXT AND TELEPHONE COMMUNICATIONS

We are committed to full compliance with the Unsolicited Electronic Messages Act 2007. By subscribing to emails and/or text communications, or otherwise providing your email address and/or mobile number, you consent to receiving emails and/or texts (as the case may be) which promote and market our products and services, or the products and services of others, from time to time. You can unsubscribe from our email communications and/or text communications at any time by clicking the "Unsubscribe" link in any promotional or marketing email or text received or by emailing info@nzlc.ac.nz. Once you have unsubscribed from the email or text communications, you will be removed from the corresponding marketing list as soon as is reasonably practicable.

HOW YOU CAN ACCESS OR CORRECT YOUR PERSONAL INFORMATION

It is your responsibility to ensure that the personal information you provide is accurate, complete and up-to-date.

You may request access to the information we hold about you, or request that we update or correct any personal information we hold about you, or ask us to restrict or cease processing your personal information or even delete your personal information, by setting out your request in writing and sending it to us at info@nzlc.ac.nz. We will review your request as soon as reasonably practicable to comply with our legal obligations. If we are unable to give you access to the information you have requested, we will give you reasons for this decision when we respond to your request.

RETENTION

The length of time we keep your personal information depends on what it is and whether we have an ongoing business need to retain it (for example, to provide you with a service you have requested or to comply with applicable legal requirements such as money laundering and financial reporting legislation or Ministry of Education and NZQA requirements). We will retain your personal information for as long as we have a relationship with you and for a period of time afterwards where we have an ongoing business need to retain it, in accordance with our internal retention policies and practices. Following that period, we will make sure it is deleted or anonymised. Otherwise, as a general rule, we only keep your personal information for as long as we require it for the purposes of providing you with our Services.

PRIVACY OFFICER

We take your concerns seriously. If you have any concerns about privacy or the use or collection of your personal information by NZLC please contact our Privacy Officer at info@nzlc.ac.nz and include the words 'ATT: THE PRIVACY OFFICER' or call us on 09 303 1962. We will respond as quickly as possible (our target response is 20 days) and handle all complaints in a way that is fair and consistent. However, if you remain dissatisfied, you can make a formal complaint with Office of the Privacy Commissioner.

This represents our Privacy Policy as at 25 May 2018.